



Post: Volunteers Coordinator
Reference: TG2603
Band: 5L
Department: Visitor Experience, Audiences and Development
Contract: Permanent
Hours: Part-time, 3 days (21.6 hours) per week
Reporting to: Volunteers Manager
Location: Bankside, London and Millbank, London

Background

Tate's vision is to serve as artistically adventurous and culturally inclusive art museums for the UK and the world. We deliver this through activities in our four galleries across the UK (Tate Liverpool, Tate St Ives, Tate Britain and Tate Modern), our digital platforms and collaborations with our national and international partners. At the heart of Tate is our collection of art, which includes British art from the 16th century to the present day, and international modern art from 1900 to the present day.

Tate manages a successful volunteers programme with over 400 volunteers working with our audiences, our art collections and our gallery spaces. They undertake a wide range of roles including gallery guides, visitor hosts, family and young people hosts, learning volunteers, library and archive volunteers. Although largely front-of-house engaging with visitors, our volunteers also provide skills, time and passion in behind-the-scenes roles.

You can find further information about Tate on our website: www.tate.org.uk

Purpose of the Job

To coordinate the day-to-day running of the Volunteers Guides programme at Tate Britain and Tate Modern through good communication, logistical and administrative support - ensuring both our visitors and volunteers feel welcomed and supported.

Main Activities/Responsibilities

- Build effective relationships with Volunteer Guides by engaging with them and providing support to ensure that they thrive in their role and deliver high standards of visitor care.
- Assist with the running of volunteer-programme activities.
- Liaise with Support Workers to provide necessary support when needed.
- Act as a first point of contact for all Tate Britain and Tate Modern Volunteer Guides and escalate issues to Volunteers Managers as appropriate.
- With guidance from Volunteer Managers, work collaboratively with the wider Visitor Experience and other teams to ensure that the Volunteer Guides programme is well coordinated, and volunteers receive the latest updates.

- Provide clear and regular updates to the Volunteer Guides team, engaging with the Information team and Volunteers Managers as required.
- Prepare content for Volunteers meetings as well as lead on the administration and coordination of events.
- Work closely with the Volunteers Managers to support recruitment, events and inductions.
- Coordinate ongoing volunteer recruitment, outreach and training programmes.
- Attend volunteer meetings and focus groups, deliver training as requested.
- Create volunteer rotas
- Provide administrative support to volunteer team, including updating passes and fobs, passing expense claims and documentation to Administrator.
- Ensure that volunteers' room(s) are kept tidy and welcoming and that information available to volunteers is up to date.

Person Specification

Essential

- Experience of providing administrative support to a volunteer's programme.
- An interest in Tate's volunteers programme.
- A good understanding of diversity and inclusion, with experience of applying and promoting these in practice at work.
- Excellent interpersonal and communication skills with the ability to build effective working relationships with a range of colleagues.
- A collaborative approach to team working and the ability to work with others to find solutions, using own initiative and creativity.
- Remains calm and positive during busy periods.
- Ability to work accurately and flexibly with excellent organisational skills to prioritise a varied workload in order to meet deadlines.
- Relevant administrative experience with a good working knowledge of the Windows Office suite as well as database applications.
- Experience of administrating complex rotas for large teams.
- An interest in and commitment to the work of Tate.

Summary of Terms and Conditions of Employment

Type of Contract

This appointment is offered on a part-time permanent contract.

Working Hours

Normal working hours for this post are 21.6 hours per week to be worked Monday to Friday. Due to the nature of this role the successful applicant will be required to undertake some out of hours or weekend working.

Salary

This post is graded on Band 5L of the Tate pay scales.

An appointment to this post will be made at the minimum of the band. Accordingly, the starting salary for this post will be £14,122 per annum (ie pro rata to the full-time equivalent of £23,536 per annum).

A review of pay is undertaken annually at Tate through negotiation with the recognised trade unions. Any increases to individual salaries, will be subject to the terms of Tate's annual pay settlement and will be applied from 1 April.

Annual Leave and Public Holidays

Annual leave is 15 working days per annum (ie pro rata to the full-time entitlement of 25 working days per annum) rising to 16 working days per annum (ie pro rata to the full-time entitlement of 27 working days per annum) after three years' service.

In addition, we offer paid time off for the 8 public holidays and 1 Tate day (on 24 December when the galleries are closed) on a pro rata basis according to the number of hours worked per week.

Pension Benefits

An important part of the pay and reward package Tate offers employees is the option to join the Civil Service Pension arrangements. These arrangements currently offer a choice of two types of pension:

- **alpha.** This is a defined benefit occupational pension scheme that currently has a member contribution rate which ranges from 4.6%-8.05% dependent on your salary. As your employer we meet the rest of the cost of the scheme. Further information about this can be found at www.civilservicepensionscheme.org.uk
- **partnership** pension account. This is a stakeholder pension with a contribution from ourselves. How much we pay is based on your age. We pay this regardless of whether you choose to contribute anything. You do not have to contribute but, if you do, we will also match your contributions up to 3% of your pensionable earnings. The contributions are in addition to the age-related contribution mentioned above.

If you have previously worked for an employer who participated in the Civil Service Pension scheme or other Public Service pension schemes different conditions may apply.

Other Discretionary Benefits

- Interest-free Season Ticket Loan.
- Cycle to Work scheme – enabling you to buy a bike in a tax efficient way, for travelling to and from work.
- Rental deposit scheme – an interest free advance to help towards the cost of a deposit for privately rented accommodation
- Subsidised staff catering arrangements and discounts in the Tate Restaurants and Cafes.
- Access to Tate Benefits which offers access to discounts in high street stores.
- Access to a 24/7 Employee Assistance Programme to support you with any work, personal or family issues. This includes telephone-based support, as well as comprehensive online resources.

- Free entry to paying exhibitions at Tate Galleries. Opportunities for family and friends to visit the major exhibitions out-of-hours.
- Discounts on items purchased in the Tate shops.
- Free access to a number of other galleries and museums throughout the UK on production of a valid staff pass.

Safer Recruitment

Tate is committed to providing a safe environment for all those who work at Tate and all those who come into contact with Tate as visitors to the galleries, as participants in Tate activities, and online. The safe recruitment of all those who undertake work on behalf of Tate is the first step to ensuring that we are fulfilling this commitment.

All positions at Tate are offered subject to the following conditions:

- Receipt of satisfactory references covering the last 3 years of your employment or education.
- Health clearance
- A satisfactory Disclosure Check
- you are legally entitled to work in the UK

You can find out more information about our pre-employment checks and what they mean for you in our 'Guidance Notes for Applicants' document.

Diversity and Inclusion

Our aim is to become a truly inclusive organisation with a workforce and audience as diverse as the communities we serve. This is fundamental to Tate's future success and our ability to continue to contribute to culture and society in the UK.

We want our workforce to be more representative of all sections of society at all levels in the organisation. The range of perspectives and experience diversity brings is an asset to our organisation and we want to create an inclusive, welcoming environment for visitors, artists and all those who work at Tate. Tate expects all employees to contribute to this aim as part of their role. More information about diversity and inclusion at Tate can be found on our [website](#).

How to apply

Our opportunities are open for you to apply online. Please visit: www.tate.org.uk/about/workingattate/ to create an account by registering your details or, if you are an existing user, log into your account. For all opportunities we ask candidates to complete an online application form for the vacancy they are interested in. If you need an application form in an alternative format, please call us on 020 7887 4997. Once you have submitted your application you can keep track of its progress by logging into your account.

The closing date for the submission of completed application forms is **Sunday, 1 March 2020 at midnight**. Interviews will be held on **Friday, 6 March 2020**.

Our jobs are like our galleries, open to all.

